



A Message From The President

1001 Arabian Nights – It's hard to believe it's time again to announce the UVC Annual Meeting, but it's back, better than ever! If you have never attended an Annual Meeting, you are missing out! It is an opportunity to combine a great vacation with social events and Club information. All the people you talk to on a daily basis, Member Services, Resort and UVC personnel, are onsite for one purpose – to update and educate you on all the programs and services we offer, and help you make the most of your membership. PLUS we offer some great cocktail parties, meal functions and a fabulous dinner party that somehow manages to top itself year after year. This year our theme is "1001 Arabian Nights" and you can bet that the staff has some unbelievable entertainment in store for you, straight from the land of Aladdin and Ali Baba!

We provide all this at no charge because we firmly believe that dedication to communicating with our members is what has made us one of the most successful clubs in the industry. The Annual Meeting itself (Saturday morning) is open to all members and you will be updated with all the latest developments at the resorts and behind the scenes. However, the complimentary meal functions are limited in space, so don't miss the chance to meet and mingle with other members and enjoy delicious food and top notch entertainment, all in the beautiful setting of VDP Flamingos. I hope to see you there in person!

Robert Kistner, UVC President

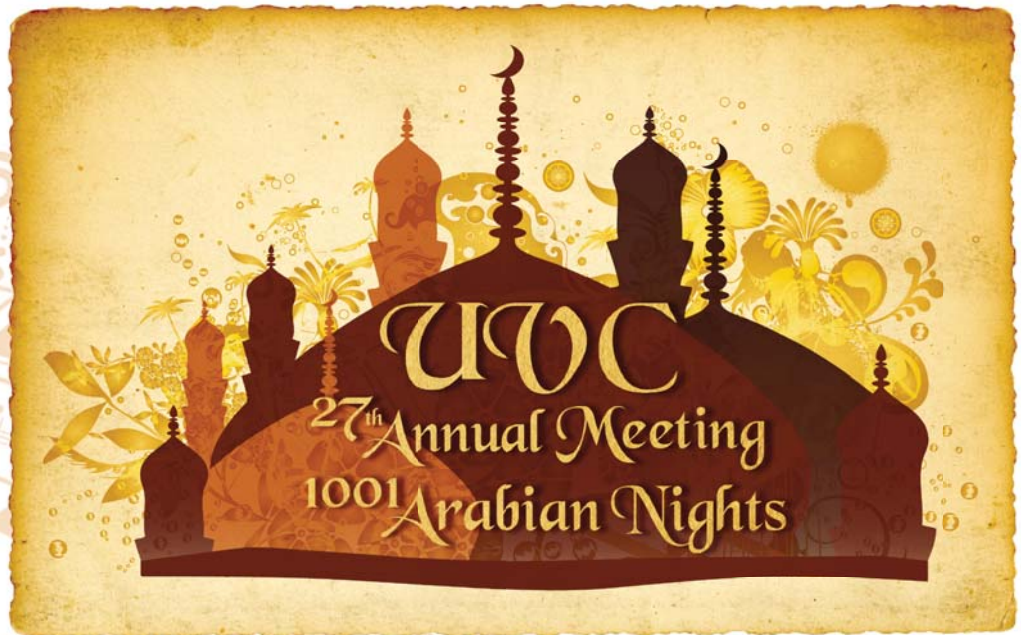
P.S. There may be surprises thrown in but you won't know unless you attend!

SIGN UP TODAY!

Register online at myuvc.com. Up to two persons can be registered for the first membership account at no charge through the October 7th registration deadline. Additional guests can be registered for \$125 per person. After Oct. 7th the \$125 fee applies to all.

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Schedule of Events: October 20–23, 2011

Thursday night – Welcome Reception

Friday night – Eagle's Wings Foundation Gala Fundraiser and Dinner

Saturday – Continental Breakfast

Annual Owners' Association Meeting Luncheon

Round Table Discussions

1001 Arabian Nights Dinner Party

Sunday – Member Breakfast

Bus Tour of Eagle's Wings Foundation Charities (*separate registration)

Rooms:

- **To use your week for the Annual Meeting**, contact Member Services: (800) 852-4755, Gold: (866) 465-3882, VPA: (866) 464-9280.

- **If you don't want to use your week**, deluxe hotel packages have been designed for Annual Meeting Attendees through VDP Flamingos, starting at \$566. This is only for members that prefer to save the week they own for another trip at a later date. Please call 866-725-6277 US/CAN, MEX 01-800-020-5805.

Club Director Update

Dear UVC Members,

Safety in Mexico is a hot topic these days, and while some people have the misconception that “no one is traveling to Mexico right now,” the first quarter of 2011 has proven to be one of prosperity and growth in both volume and revenue for Mexico’s tourism. The Ministry of Tourism recently reported that during the Easter holiday period, hotel occupancy in the inner cities reported a 4.2 increase compared to last year and several major hotel chains are investing in Mexico and planning to open new properties in the near future. Here are some other related facts to consider:

- The U.S. Department of State has noted, “millions of U.S. citizens travel safely to Mexico each year, including at least 1 million U.S. citizens who live in Mexico.”
- In 2010, more than 22 million foreigners visited Mexico (a large majority from Britain, Canada and the U.S.).
- Foreign tourists that visited Mexico in 2010 were surveyed and 98 percent of those travelers often return and recommend Mexico as a destination of choice.



- A recent article in the San Francisco Chronicle entitled “Five Safest Places in Mexico for Travelers” listed Baja California Sur as the 5th safest of all 31 states in Mexico.
- In relations to the drug wars, the limited land transit makes the smuggling of guns and drugs through Puerto Vallarta very difficult and thus a non-issue in the destination.
- Authorities in Mexico are working closely with the destinations pointed out by the travel advisory to ensure that there is necessary infrastructure in place to address any safety concerns.

Rhonda Mayer,
Director of Club Services

- Most drug trafficking-related incidents take place in towns near the US border, not resort towns.
- Mexico is the second-most visited country for cruise travelers.

With all that being said, the country asks all visitors to still exercise the same safety precautions they would use when visiting any tourist destinations within or outside their own country. For more information, please visit www.visitmexico.com.

Until Further Notice – Extra Week Half Off!

Book your regular week by July 15th for any trip to Villa del Palmar Cabo San Lucas or Puerto Vallarta, and purchase an ADDITIONAL week at only half of the maintenance fee. Travel dates must occur before September 2011.

iGemm Internet Special WOW! All VPA and Gold Members who have an upcoming stay at any Villa Group property in Vallarta or Cabo can now pre-purchase their Internet from iGemm at a 50% discount off the listed VPA/Gold member’s low rate! **Only \$22 for a whole week** (rate is \$250 Mexican pesos, exchange rate may vary slightly). Look for a separate email coming soon or contact iGemm directly with any questions – help@gemm.tv.



Travel Escapes! Club

Your Travel Escapes! Club has again arranged a special airfare rate with Alaska Airlines for anyone traveling to and from Puerto Vallarta between the dates of October 15 – October 25, 2011. This special fare is a 7% discount from the published eligible fares on Alaska Airlines website. The special UVC Meeting code is ECCMB2571.

You can make your own air reservations by visiting the Alaska Airlines website at www.alaskaair.com. Be sure to enter the code ECCMB2571 in the discount code box. You can also access the Alaska Airlines website while you are on

the Travel Escapes Club website at www.travelescapesclub.com. Or, if you prefer to talk to a Travel Escapes! Club travel consultant for assistance in booking your travel to the UVC Annual Meeting, simply call 866-891-4580 and we'll be glad to book your trip!

Remember, to take advantage of this special Alaska Airlines Travel Escapes! Club fare, travel must be on Alaska Airlines or Horizon Air. The eligible travel dates are October 15 – October 25, 2011 going to Puerto Vallarta on October 15 or after, but returning from Puerto Vallarta no later than October 25, 2011.



Referral Department

Explore, Escape and Indulge –The Referral Dept. is booming with energy and looking forward to a great summer! We are excited about our two brand new resorts and the bright horizons ahead of us.

Don't forget about the ways you can help yourself to

the benefits of your membership AND treat your friends and family at the same time! For every referral you give us, you'll be entered into this year's Dream Vacation Giveaway drawing, and each of your referrals will be invited to visit our resorts at incredibly discounted prices! If they tour our property you'll receive \$25 in Palmares to spend at any of our resorts or use to pay your maintenance fees!



Currently, we have fantastic specials for summer travelers! As you know, our 5-star beachfront resorts are an absolute quality solution for your family's next vacation. Spending time with your loved ones isn't a luxury; it's a necessity! Refer your friends and family to join you this summer in paradise!

For more information on summer specials please call 800-676-9394.

Cabo San Lucas Resorts Update

Villa del Palmar Cabo

Master Chef – This past March, our very own Antonio Reyna Barrera (Executive Chef) was awarded with a medal and diploma from the France Culinary Academy for his outstanding achievement in combining unique flavors and quality ingredients in his irresistible dishes. Congratulations Chef!

4th of July – We'll have a Rock & Roll BBQ party, including a "What's in the Bag?" contest and other fun contests for the whole family to kick off American Independence Day celebrations.



La Perla Restaurant is changing its menu selections to Mediterranean style, along with a seafood market where you make your choice from the fresh selection available and have it cooked at your table.

Stay Cool – August may be our hottest month of the year, but we have everything to keep you and your little ones cool. With refreshing pools to dip into, icy drinks served poolside and water activities for children, you don't even have to leave the resort to have an exciting vacation!

Mexican Independence Day (Sept. 16) – We'll help you get in the Mexican spirit with various activities, including Mexican Theme Nights, featuring traditional favorites like Fajitas, Tacos, Quesadillas and Ceviche.

Taco Bar service hours have been extended, due to popular demand, and will now be available 12:00 pm to 5:00 pm. (closed Sundays).

VG Lounge located right on the beach, is officially open!

You can now enjoy lounge music alongside a warm bonfire while enjoying snacks, sushi, margaritas, martinis and other drink selections as



well as tequila tasting Tuesdays at 6:30 pm. The lounge is open Mon/Tues/Thurs, 11am to 11pm.

Villa del Arco

Get Moving at the Desert Spa! – Group fitness classes are available to all Villa Group guests and owners at the fitness center in the Desert Spa at Villa del Arco. If you are staying at Villa La Estancia, Villa del Palmar or Villa del Arco, you are invited to attend one of our group classes, taught by qualified Canadian fitness instructor, Robyn Littlewood. Private instruction for yourself or your small group is also available upon request. Classes currently offered at the Desert Spa are the following:

- **Abs and Assets** – This new class was currently added and includes low impact cardio moves, core strengthening exercises and moves to shape up your



rear view. This class is appropriate for intermediate and advanced exercisers.

- **Body Blast** – This is a low impact, high-intensity cardio class with weights, best suited to the intermediate and advanced exerciser.
- **Kundalini Yoga** – This yoga class is a physical, mental and spiritual discipline for developing personal energy and sensory awareness. It is suitable for all levels of practitioners from beginners to more experienced yogis.

Classes normally fill up early in the week so it is wise to come over and sign up as soon after you check-in as possible to avoid disappointment. The cost is \$11 USD per person per class.

Cabo San Lucas Around Town

Costa Azul Canopy – Do you like adventure? Adrenaline? If so, this is for you! You'll have a great time with some of the most fun and experienced certified instructors in Mexico. They use Petzl Pro



equipment, the safest and most comfortable available. This tour is not for the weak at heart as you'll experience zip lining, rappelling, Tarzan swinging, a suspension bridge and a Commando truck hill climb. After this exhilarating adventure, you'll top off the experience with an educational tour in the artisanal process of tequila production. Yes, all this in one single day (4 hours)! This trip is available 7 days a week.

Cabo Scape – Get ready for "fun in the sun," Baja style! On this tour, we take you up the coastline to one of the best snorkeling spots, called Chileno. Once there, you can snorkel or kayak in the blue waters, or stay on board and sunbathe, then jump in the clear waters to cool off! Getting hungry? Deli lunch is served and you can choose from a variety of deli meats, chips, salsa and fresh guacamole. As the bartenders



mix your favorite drinks and serve cold beer, the captivating scenery, music and games will keep you entertained until the boat is back at the dock. Includes light breakfast, snorkeling, activities, lunch and drinks. Premium bar, ski boat activities (inner tube and wakeboarding) additional charge.

AM Tour: 8:30am-12:00pm

PM Tour: 12:30pm-3:30pm

Location: Cabo Marina Dock 03

Health Travel Guides

A New Frontier in Medicine: Adult Stem Cell Therapy – Adult Autologous Stem Cell (A-ASC) therapy is a new frontier in medicine, helping patients with everything from Parkinson's to diabetes – even rejuvenation. UVC partner Health Travel Guides is right at the forefront of this frontier, guiding Americans to these promising new therapies with our treatment partners in Mexico, Malaysia, Thailand and Panama. One of those partners is just a domestic flight away, at state-of-the-art 'star of Baja' Hospital Angeles of Mexico. Patients travel just 20 minutes south of downtown San Diego and find they have travelled light years ahead for treatment of chronic disease. Patients who have given up hope finding effective treatment are now finding new hope with adult stem cells. Treatments for COPD, MS, stroke, heart failure and Alzheimer's are improving function, independence and quality of life.



While the effectiveness of adult stem cell treatments can seem almost like magic, it turns out it takes a lot of science behind those results. The adult stem cell program at Hospital Angeles is part of the nonprofit International Cellular Medicine Society's adult stem cell treatment accreditation registry, as well as a **BioHeart Stem Cell Center of Excellence**. Its Adult Stem Cell Implantation for Congestive Heart Failure clinical protocol was developed with Columbia University,

published in the Journal of Cardiology and was awarded the Master Carlos Perez Trevi award by the National Association of Cardiologists of Mexico.

All Health Travel Guides stem cell treatment partners work only with adult stem cell treatments. The source of the cells is the patient's own adipose tissue – that's right, this miracle of modern healing, the stem cell, comes from your own fat! The cell therapy itself is painless, takes only 60-90 minutes, does not require anesthesia and is never medically challenging to the patient.

Health Travel Guides offers Americans an affordable variety of registered stem cell treatment protocols (including anti-aging treatments) through our verified medical travel programs. For more information contact a Health Travel Guides Case Manager today, at 866-978-2573.

Puerto Vallarta Resorts Update

Villa del Palmar Puerto Vallarta

Splish-Splash! – During the hot, summer days why not stay cool by indulging your competitive spirit in a game of pool volleyball or pumping up your metabolism before that quesadilla with an aqua-aerobics class? It's a great way to meet other resort guests and do something good for your body.

Forgot Your Sunning Essentials? – No problem! The Palmita Market has a permanent stand by the pool area where guests can buy beach and pool toys for the kids, sun block, hand & body lotion, snacks and other essentials.

Affordable Vacation Fashion – Take advantage of the Palmita Market's special 25% discount promotion for clothing purchased from their boutique as it continues through the summer months.

Villa del Palmar Flamingos

American Independence Day (July 4th) – 6:30-9:30 pm. Celebrate with a special BBQ Buffet on the beach, complete with fireworks and live music.

Theme Nights – Participate in one of many evening activities the resort offers after a long day of sunbathing or sightseeing. Choices include Mexican Fiesta Night on Sundays, Movie Under the Stars on Mondays, You Got Talent on Tuesdays or Karaoke Night on Thursdays.

Kids' Activities – Children over 5 years old will have an unforgettable experience and maybe even bring home a unique souvenir by participating in any one of the programs offered for their enjoyment, including clay figure painting, necklace design, beach games, mask making, bubble party and many others.

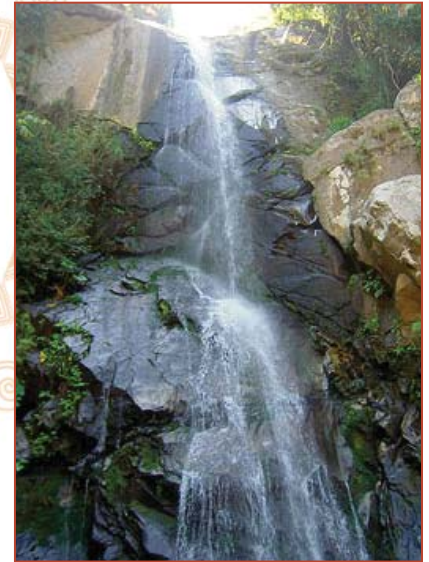


Puerto Vallarta Around Town

Yelapa – Discover a small village that can only be reached by water. It's located south of Puerto Vallarta only thirty five minutes by speed boat from "Los Muertos" pier. Even the boat ride is an adventure, traveling along the coast you will pass the majestic Los Arcos rock formations. Here, you will not find a single car. One of the main attractions is a waterfall on the river that flows through town to join the ocean. Yelapa's tranquility is ideal for that perfect, laid-back day you've been waiting for. The beach is covered in a blanket of golden sand, and is a superb place to swim, snorkel or parasail. You can't miss having your picture taken with an iguana. On the beach you'll find Angelina's Gardens Restaurant which is open daily and serves wonderful seafood platters, fish and shrimp tacos, guacamole and outstanding fried

calamari. Then try some of their locally produced moon-shine called Raicilla.

Dia del Charro (Cowboy Day) – September 14th, expect to see men and women alike trotting along on horses in traditional Charro costumes. The Charro Day Parade begins at 10 am in the main downtown area and there are also a series of other activities planned, such as exciting rodeo events & demonstrations, along with live music.



Waterfall in Yelapa

El Grito (Mexican Independence Day) – On September 15th at 11:00 PM, the President of Vallarta kicks off the celebrations from the balcony of his office, shouting "Viva Mexico!" (hence the name "el grito" which means "the shout") and festivities begin. On September 16th a parade commemorating Mexico's Independence takes place downtown, complete with fireworks. With celebrations throughout the Malecon and downtown, expect to enjoy some folkloric dances and open air activities. Banks and governmental offices are closed that day.



Cancun Resort Update

Juiced Up – The Food & Beverage Dept. has begun to offer special healthy drinks early in the morning every day from 7:00 am to 10:00 am at la Casona Bar with different fruits, vegetables or combinations. The new natural drinks at the Casona bar are perfect for members or guests to wake up to for a walk on the beach, or before or after exercising in the morning.



Fresh Fish – Zama offers new menu options for Snacks or Lunch. If you can't choose between the famous Shrimp Aguachile, Shrimp Ceviche, Tuna Hamburger or the traditional Zarandeado Fish, just try a different one each day of your stay!

Cristal Certificate – Following suit with the other Villa Group resorts, VDP Cancun has been honored with this certificate of excellence in food safety. On the 26th of April during a special staff meeting, Mr. Germinal Garcia, Director of Resort Operations, took the opportunity to congratulate all employees for a

job well done and encouraged them to keep working as a team to maintain the high standards achieved.

Taco Time – A Taco stand has been set up between the activities palapa and the pool to offer guests hot and tasty tacos with delicious salsas and two different flavors of “Agua Fresca” (natural fruit water). On Wednesdays, the menu changes to “pasta” for a little mid-week Italian treat. Open every day from 6:00 pm to 10:00 pm.

Happy Hour – Happy Hour at the two resort bars takes place from 5:00 pm to 7:00 pm every day – check with your bartenders for some great new cocktail ideas!

Club Manager – Cesar Flores has been promoted and transferred from Villa del Palmar Flamingos in Nuevo Vallarta to our resort in Cancun. Cesar will be the point person for all questions and issues regarding members on property who need assistance with their accounts, making reservations, paying maintenance fees, vacation banking or borrowing, exchanges or any other member issue that needs addressing. With Cesar's friendly personality, experience and knowledge, he will be a great asset to have on the team.

Cancun Around Town

Cancun's Underwater Museum

– Many people enjoy diving and snorkeling in the beautiful, clear waters of the Mexican Caribbean. Now there is an added bonus – The Cancun Underwater Museum, home to 400 life-size concrete sculptures. The Artist who designed the sculptures, Jason deCaires Taylor, is now the art director of the museum. Taylor has gained international recognition for his unique work that attempts to illustrate the relationship between modern art and nature.



an artificial reef. The artist intentionally used ecological materials to create a place for corals and other sea life to flourish and take refuge, which will both boost the local ecosystem and help conserve the natural corals. Over the years the project will be enhanced with additions by other fine artists.

The sculptures were modeled after real people, and tell the story of how the Mayan people have evolved over the years. The Exhibit is called “The Silent Evolution.” It took 18 months to turn 120 tons of cement and 1,100 pounds of silicone into the 400 sculptures, and then submerge them in the waters off Isla Mujeres. Over time the exhibit will become

Cancun Nautical Association, Isla Mujeres Nautical Association and the National Marine Park Authorities have developed this unusual project. This exhibit is just one way Cancun is promoting itself as a cultural and artistic area. Be sure to visit during your next trip to Cancun! Depths range from 9 to 20 feet. It's free, but visitors are recommended to go with tour operators. Contact the Travel Agency on property at VDP Cancun for further details.

Islands of Loreto Resort Update

Villa del Palmar Loreto Amenities

Available Now!

- Activities Program (8 am - 10 pm) water sports, entertainment, scuba, kayaking, etc.
- Free form, multi-level swimming pools. Swim in the signature Tortuga (turtle) pool!
- Onsite Travel Agency
- Restaurants & Bars: The Market – casual; Mia Casa – pizza & snacks, Danzante – fine dining
- Room Service
- Transportation Company – Open 24 hours through reservations and concierge desk



- Kid's Club 9 am – 9 pm, Babysitting available, kids ages 3-14
- Bilingual Concierge (8 am - 8 pm)

And coming soon!

- Arcade (9 am - 11 pm) – variety of family games, computers, internet
- Four fire-pits along the beach

- Tennis courts and pro available
- Boutique (9 am - 8 pm) – Clothing, cigars, including Cuban habanos, sun screen and essential vacation items.
- Deli Super Market (7 am - 11 pm) – Supermarket with local and American products, beer and wine. (Temporarily located in lobby until Summer 2011)
- Spa/Gym (6 am - 9 pm) – Reception, salon, private lockers, Jacuzzi, sauna steam areas, gym with state-of-the-art fitness equipment, cabins for private massages.
- 18-Hole Golf Course – currently provided by Loreto Bay Golf course. (VDP Loreto Golf Course scheduled completion summer 2012)

Islands of Loreto Around Town

Tabor Nature Walk – Take a walk with us at one of Gigantas Mountains' most beautiful canyons near Loreto. Drive in our fully-equipped van or truck while enjoying Baja's wild natural surroundings. Along the way, venture through rugged terrain to discover inspiring nature trails leading into the heart of Tabor where our eco-oriented tour guide will share the desert's secrets pertaining to flora and fauna that are part of this gorgeous canyon. We will take a break to relax, take in the beautiful scenery and enjoy an energizing snack, then hike back while continuing to take in Tabor's natural wonders. Available daily.



Sunset Cruise and Beach

BBQ – One of the best ways to enjoy the sunset in Loreto! Meet at hotel Santa Fe for a quick drive to the marina for an incredible cruise down the coast on our catamaran. Enjoy chips, salsa, guacamole, tasty cocktails and great music on board, while we watch the sunset over the amazing Sea of Cortez. At our private beach, enjoy a very special traditional dinner with all the trimmings. Our guide shares local tales and legends by firelight and the stars above as you enjoy a true Baja experience. A safe transport by van back to Loreto as you say goodbye to an



unforgettable memory. Available daily. For more information on either of these tours, please call toll free from the US/ Canada 1-866-885-6555 or in Mexico 52 (624) 154 2187 or email reserve@caboescapetours.com.

➔ **Coming Soon: Airfare Specials!** – The beautiful and exclusive location of the Islands of Loreto have made them a treasure – one that will now be even easier than ever for you to discover for yourself! We realize that depending on the departing city, it may be easier for some of our members to travel to Cabo San Lucas with its more frequent flight availability. For this reason, we are looking at partnering with airlines to offer special airfare packages between Cabo and the Islands of Loreto! These will consist of great features like flexible travel days, VIP greeting at San Jose del Cabo Airport, baggage assistance, and more. Please stay tuned and check your myuvc.com website soon for more information.

Eagle's Wings Foundation

It is with much sadness that we inform the UVC membership of the passing of Jim McCarthy, member of the Member Advisory Committee and UVC Board of Directors for more than 15 years. He interacted with members, staff, and management often, contributing many outstanding ideas on programs that ultimately were implemented at the resorts and at UVC. Certainly his proudest accomplishment was the founding of Eagle's Wings Foundation, an organization that became his life and soul the last 12 years as he dedicated himself to helping the less fortunate in his second "home"

of Mexico. Due to his failing health, Jim had prepared a letter in case he was unable to continue his role as Eagle's Wings President. Reading it I am sure you will agree that Jim was a very special man who touched many lives, each one for the better. May his dedication to the people of Mexico ripple out to inspire others to continue this important work. Rest in peace, Jim.

UVC & EWF Board of Directors

*To the Board of Directors of Eagle's Wings Foundation,
Universal Vacation Club, and the Villa Group,*

I am so grateful for having had the opportunity to see a dream I had more than 12 years ago be born and then grow to the fine organization it has become. Pride, love, sadness, hope... words cannot adequately express the mixed emotions I feel. But, much like seeing a child off to college or to war, I open my arms and let go as gracefully as I can, knowing that I am entrusting my dream to a group of capable and dedicated individuals who will ensure the Foundation's continued success for years to come. I have the deepest respect and admiration for all of you.

Thank you for the opportunity to serve the people and children of Mexico. The courage they possess as they face the struggles of day to day life has inspired and humbled me. It has been a privilege for which I am very grateful. I will treasure this experience and these memories for the rest of my life. My dear friends, it is time to move to the next step. I will not say "Adios," but I will say "Hasta Luego," and I will conclude what has been a long, happy and exquisitely fulfilling journey with these words from Robert Frost:

*The woods are lovely, dark and deep.
But I have promises to keep,
And miles to go before I sleep,
And miles to go before I sleep.*

*With love and respect,
Jim McCarthy*



Any donations for Eagle's Wings can be sent to:
EWF, c/o UVC, 404 Camino del Rio South, 4th Flr, San Diego, CA 92108

On Call Insurance Program

Accidents Happen! Traveling can be fun and exciting, but when you are far away from home, handling an emergency can be overwhelming. ResortCom has partnered with On Call International to provide medical and travel assistance when you need it the most.

Emergency Medical Transportation

Most health insurance plans cover medical expenses but do NOT cover emergency medical transportation. Costs often exceed \$25,000 for an air ambulance. And if you suffer a less severe illness or injury, but still need to return home, you will probably not be eligible for emergency transportation. Evacuation costs can run from \$15,000 (for a commercial evacuation) to in excess of \$75,000 (for an air ambulance).

Not Traditional Travel Insurance – On Call’s plan covers you, your family, and your guests for a whole year for every trip you take in connection with ResortCom. You pay for the policy when you pay your maintenance fees, so there is no further cost. Traditional travel insurance is sold on a per-trip, per-person basis, and is much more expensive. Traveler’s Emergency Network (TEN) sells a comparable plan for \$169.00 and American Express offers a similar plan for \$109.00, versus the \$29.99 plan that ResortCom offers.

If You Become Ill or Injured – Go to the nearest facility capable of providing care. For referrals or to initiate assistance, contact On Call 24/7, toll free at 866-816-2067 (from outside the US use the country code, followed by the toll free number). Or call collect from anywhere in the world 603-328-1753. You have the right to go to any doctor or hospital you want. On Call will immediately seek a medical report from the hospital and/or



will speak with your doctor to assess your condition, treatment, and whether or not an evacuation is necessary. On Call will update your family, friends, employer and physician, and coordinate insurance verifications and admission details so there is no delay or denial of medical treatment. On Call will evaluate the local facility and if inadequate, will coordinate an emergency medical evacuation to the nearest appropriate facility. Once you are fit to travel home, On Call will fully manage your return.

Evacuation Services – The evacuation method is determined based on the patient’s condition and location and may be Air Ambulance Transfer, Economy or Business Class, and with Medical or Non-medical Escort. All evacuations include ground transportation arrangements as well.



Medical Expenses – Most major medical insurance plans will pay for emergency treatment away from home. On Call will contact your insurer while you are hospitalized to facilitate payment of medical claims. On Call’s Protection Plan offers a \$5,000 accident and sickness medical expense benefit with a \$250 deductible as a supplement to any primary insurance a member has. The member must pay out of pocket for medical expenses incurred while at the resort, and then submit the claim to the primary insurer. Whatever expenses the primary insurer does not pay can then be submitted to the claims payer after the \$250 deductible is applied.

Pre-Existing Conditions – There is no pre-existing condition exclusion. You will be transported based on medical necessity, regardless of whether or not it is related to a pre-existing condition.

On Call Travel Insurance Summary:

Medical Information & Assistance – Medical Monitoring, Medical/Dental & RX Referrals, 24/7 U.S. Nurse Help Line, Hospital Deposit and Guarantees, Dispatch of Medication, Dispatch of Physician/Nurse, Emergency Medical Transportation*, Return of Minor Children*, Return of Deceased Remains*

Travel Assistance – 24/7 Emergency Travel Arrangements, Translation Assistance, Emergency Travel Funds Assistance, Worldwide Legal Assistance, Lost Travel Document Assistance, Replacement of Credit Card, Travelers Checks Assistance

*This is only an outline of services. Please refer to your Description of Services carefully for full details, at www.resortcom.cc.oncallinternational.com, or call with any questions (866) 816-2087.

Upgraded On Call Insurance Benefits For Only \$15 –

- Gold member plan offers \$50,000 worth of evacuation/repatriation coverage. The average costs can be higher, leaving you to pay the remainder. The upgraded plan offers \$500,000 in coverage.
- The Gold member plan only covers transportation to a hospital near your home. The upgraded plan will fly you to any hospital (i.e., if you want to recover near a friend instead of your home).
- The Gold membership covers trips arranged through

ResortCom. The upgraded plan covers you, your family and guests for emergency medical transportation for a whole year for any trip you take whenever you are more than 100 miles from home!

- With the upgrade plan, there are added resort-related benefits like accident & sickness medical expense, and baggage and personal effects coverage for every trip you take to your resort or an exchange.
- To learn more about how to upgrade your membership, please contact the maintenance fees and loans department at 1-800-852-4755.

Meet Your Puerto Vallarta UVC Onsite Staff

If you've ever been to a UVC office in Puerto Vallarta or Nuevo Vallarta, you've probably experienced first-hand the friendliness and helpfulness of the UVC onsite employees. Their dedication is evident in their willingness to go the extra mile in order to ensure you have everything you need to begin your carefree vacation. This is what they said they love about working with you, the members.



Odilia Garcia – I love to work with UVC because it gives me the opportunity to offer service and happiness to the members and their families. It's very



Yohana Gonzalez – I like when the members say to me "I prefer to make my reservations, payments, questions, etc. with you guys once I am onsite." Meeting members coming to the office to thank you for assisting them with reservations is a nice experience.

pleasant to attend to every call and every member who comes to the office. Covering their expectations and receiving a smile in return is something special for me. But I'm especially happy because I have met members who now are my friends.



Cynthia Garcia – What I like about working with UVC Members is that I can help them somehow. I love it when there is anything I can do to help and I am able to change a bad situation into a better experience. At the end of the day I realize that I was helpful and members can be happy and will come back again because they received excellent service.



Santiago Mayorga – I am proud to work for the UVC onsite office as it allows me to meet many members who are like a big family to this company.



Yulima Ledezma – What I like the most about my job is the recognition that I get from the members, the fact that they consider you as part of their family and

not just someone who works for them is something that you need to be grateful for.

Every year you see happy faces coming back to vacation at our Resorts and we have many, many great human beings as members who make this position one of the best I ever had. I am glad to give my best for them in every opportunity I have.

Vallarta Reservation Specials

We have some GREAT Member Reservation specials lined up for you. Take advantage of these great "supplement" packages that add even more fun and value to your existing reservation. **Prices are listed per person, US dollars.** For information call 866-464-9284, or email: mbrsvcs@resortcom.com.

July – Let's Dance with the UVC Stars! This special will "Get Your Toes Tapping!" Beach Dinner and Show Contest "Dancing with the UVC Stars" with Grand Prize Complimentary One Week Stay at your preferred property. Package includes entry fee for Dancing with the UVC Stars Contest, One Sport Massage (to relieve the muscles after rehearsals), \$200 Resort Credit. Per person prices: Retail \$370, **VDP FLA: \$169, VDP PVR: \$155.** Runs weekly through July.

August – Explore Mexico! Package includes Meal Plan for 3 Days, One 55-Minute Massage per person, San Sebastian del Oeste Day Adventure with Guided Tour, Lunch, and Soft Drink. Per person prices: Retail \$452, **VDP FLA: \$295, VDP PVR: \$265.** Runs weekly through August.

September – Commemorate Mexico's Rich Heritage! Package includes Mexican Fiesta with Costumes, Horseback Riding Parade, Mexican Fair, Mariachis, Folkloric Dance Group, and Mexican Specialties; Meal Plan for 3 days; Tequila Tasting; One Pirate Excursion; One Water Ritual or Hydrotherapy; One Huichol Tequila Body Wrap at the Spa. Per person prices: Retail \$557, **VDP FLA: \$339, VDP PVR: \$305.** Runs weekly through September.

November – It's Time to Give Thanks! Package includes One Theme Dinner, One 80-Minute Massage, \$100 Resort Credit, One Pirate Excursion, One Wine Tasting Event. Per person prices: Retail: \$330, **VDP FLA: \$149, VDP PVR: \$135.** Runs run weekly through November.



Important Message

Warning: Misleading Solicitations to Members It has recently come to our attention that other companies have been contacting our UVC Members and misleading them into believing the Villa Group Resorts are inviting them to tour another company's resorts. Please be informed that UVC is in no way affiliated with these companies and has not formed any agreement with them to contact you and offer you these tours. Further, UVC has not and would not ever disclose any member contact information to anyone as we have an obligation to protect the privacy of each and every one of our members.

If you believe you have been contacted by one of these companies, please let us know. If you are ever unsure of any communications you may receive from a third party and are uncertain whether it is truly coming from your Universal Vacation Club or its affiliates, Villa Group Resorts and ResortCom, please feel free to contact us at: 1-800-852-4755 or clubmail@myuvc.com

UVC Annual Calendar

Maintenance Fee Deadlines

October – Maintenance fee assessment bills will be mailed.

November 30th – Maintenance fee payments due. 1st Installment is due for members utilizing the quarterly maintenance fee payment option.

December 1st – Unpaid maintenance assessments are delinquent and subject to late fees and penalties.

February 1st – 2nd Installment due for members utilizing the quarterly maintenance fee payment option.

May 1st – 3rd Installment due for members utilizing the quarterly maintenance fee payment option.

August 1st – 4th Installment due for members utilizing the quarterly maintenance fee payment option.

Vacation Banking Deadlines:

Summer Requests must be received by:

Villa del Mar	07/15
Villa del Palmar – PV	08/01
Villa del Palmar – Cabo	08/15
Elite/VPA/Gold (Summer)	09/01

Winter/Holiday Requests must be received by:

Villa del Mar	09/15
Villa del Palmar – PV	10/01
Villa del Palmar – Cabo	10/15
Elite/VPA/Gold (Winter/Holiday)	11/01

Annual Meeting Information

October 1, 2011 – Registration deadline for Annual Meeting attendance.

October 22, 2011 – UVC Annual Meeting will be held at Villa del Palmar Flamingos in Nuevo Vallarta, Mexico. Registration and information at www.myuvc.com.

Universal Vacation Club

404 Camino Del Rio South, Fourth Floor
San Diego, CA 92108

Hours: 7:30 am to 6:00 PM PST

Toll Free: 1-800-852-4755

Direct Dial: 1-619-683-7440

Elite/Residence Club: 866-464-9284

Villa Preferred Access: 1-866-464-9280

Gold members: 1-866-465-3882

Cancun members: 1-866-668-9261

Loreto members: 1-866-668-9088

Fax: 1-619-209-5920

Website: www.myuvc.com

Email: clubmail@myuvc.com

E-Mail Contacts

Member Services: clubmail@myuvc.com

News Between Amigos: amigos@myuvc.com

Board of Directors: myboard@myuvc.com

Developer Sales/Marketing Group

Website: www.uvcmembers.com

Travel Escapes Club

Vacation Travel Service

Toll Free: 1-866-226-4173

www.travelescapesclub.com

ResortCom International

Website: www.resortcom.com

Owner Rental Program

Website: www.myuvc.com/rentalprogram

Health Travel Guides

Toll Free: 1-866-978-2573

600 Townsend Ste. 120e

San Francisco, CA 94103

www.HealthTravelGuides.com

Owner Referral Program

Toll-Free: 1-800-676-9394

Vacation Exchange

Interval International (II): 1-800-634-3415

CANADA: 1-800-638-3400

Website: www.intervalworld.com

Resort Condominiums International (RCI):

1-888-909-3773

CANADA: 1-800-527-5219

Website: www.rci.com

Resort Phone Numbers

Villa del Mar/Villa del Palmar – Puerto Vallarta

Blvd. Francisco Medina Ascencio

KM 0.3 Puerto Vallarta, Jalisco MX 48300

Phone: 011-52-322-226-1400

Fax: 011-52-322-224-6837

Villa del Palmar – Flamingos

Paseo Cocoteros 750 Sur

Nuevo Vallarta, Nayarit MX 63732

Phone: 011-52-322-226-8100

Fax: 011-52-322-226-8101

Villa del Palmar – Cabo San Lucas

Km 0.5 Camino Viejo A San Jose

Cabo San Lucas, BCS, MX 23410

Phone: 011-52-624-145-7000

Fax: 011-52-624-145-7071

Villa del Arco – Cabo San Lucas

Km 0.5 Camino Viejo A San Jose

Cabo San Lucas, BCS, MX 23410

Phone: 011-52-624-145-7200

Fax: 011-52-624-145-7201

Villa del Palmar – Cancun

Carretera a Punta Sam Km 5.200,

MZ9, SMZ2, L3 Isla Mujeres

Quintana Roo, MX 77500

Phone: 011-52-998-193-2600

Fax: 011-52-998-193-2600 ext.1019

Villa del Palmar – Loreto

Carretera Transpeninsular K.M. 83

Ensenada Blanca

Loreto BCS – 23680

Phone: 011-52-613-134-1000